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U.S. Patent and Trademark Office - From:

MAIL STOP: Amendment

Examiner: Hector A. AGDEPPA

Group Art Unit: 2642 Confirmation No.: 8386 Christian R. Andersen

Specialist – Intellectual Property

Fax:

571-273-8300

Pages

with 27 Cover:

FORMAL SUBMISSION OF:

1) Amendment.

Title:

METHOD AND SYSTEM FOR CALL CENTER SCREENING

Serial No.

Filing Date:

October 20, 2000

First Named Inventor:

Douglas J. COWELL

Atty. No.

00-5019

09/692,926

Customer Number:

32127

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark

Office on the date shown below:

Christian R. Andersen

Date of Transmission: November 11, 2005

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RESPONSE UNDER 37 C.F.R. § 1.116 EXPEDITED PROCEDURE REQUESTED EXAMINING GROUP 2642

PATENT Customer No. 32,127 Attorney Docket No. 00-5019

→→→ USPATENT-AMEND

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Douglas J. COWELL et al.) Group Art Unit: 2642
Application No.: 09/692,926) Examiner: Agdeppa, Hector A
Filed: October 20, 2000) Confirmation No.: 8386
For: METHOD AND SYSTEM FOR CALL CENTER SCREENING	,))

MAIL STOP AF Commissioner for Patents P.O. Box 1450 Alexandria. VA 22313-1450

Sir:

<u>AMENDMENT</u>

In response to the Final Office Action mailed September 8, 2005, the period for response thereto extending through December 8, 2005, Applicants propose that this application be amended as follows:

Amendments to the Claims are reflected beginning on page 2 of this paper.

Remarks/Arguments begin on page 16 of this paper.